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Guide to Services for People who are Deaf or Hard of Hearing



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

www.rbkc.gov.uk

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Introduction

The Royal Borough of Kensington and Chelsea provides a variety of services for people who are Deaf or Hard of Hearing.

In this booklet we include information about services provided by the Council, but also list other organisations that might be able to offer you information, advice and support.

Our Social Services department also offers support to carers.





We aim to fully involve everyone who uses our services and include them in deciding what help they need, planning this help and how it will be delivered.

Help from Social Services

There is a specialist service working with people who have a sensory impairment including a specialist worker for people who are Deaf, based at Kensington Town Hall.

Who to contact

Social Worker for Deaf People

-  Telephone (voice): 020 7361 2483
-  Minicom: 020 7937 7232
-  SMS: 07980 211335
-  Email: sensoryteam@rbkc.gov.uk
-  Fax: 020 7361 2148
-  The Town Hall, Hornton Street, London W8 7NX

Drop-in service

The Social Worker for Deaf People runs a drop-in service every Wednesday morning, 10am to 1pm. The drop-in session is held at Kensington Town Hall. This service is designed to assist with initial queries or problems and is a way of ensuring that there will always be someone here who can communicate in British Sign Language.

If you need further help, we will make an appointment for you at a separate time.

If you cannot come to the Town Hall on a Wednesday morning, please contact the Social Worker for Deaf People to make an appointment.

The Social Worker for Deaf People can provide:

- **Advice and information** about services, benefits and activities in the Royal Borough of Kensington and Chelsea.
- **Social work support** to help you make plans to tackle problems, suggest useful services and contact other groups who give help.
- **An assessment** if your needs are more complex. The Social Worker will discuss with you (and your carers) what might help you and the options available to enable you to stay as independent as possible. You or your carer can also request an assessment of your needs if you feel this would be helpful.

A Care Plan will then be completed which gives an outline of the agreed support and advice you require. This will be reviewed on a regular basis.

There may be a charge for some services, for example home care services if you need help at home. We will carry out a financial assessment to work out how much you may have to pay.

Personal budgets

The majority of people who receive ongoing services through the Council's Adult Social Care Department will be given a personal budget. A personal budget pays for your support. You can manage the budget yourself as a direct payment or have a family member, a broker agency (for example a local voluntary organisation) or the Council manage it on your behalf. However the money is managed, we will give you as much choice and control as possible over how it is spent. That means you can choose the services that suit you.

- **Assessment and Registration** as Deaf or Hard of Hearing (not compulsory). Registration is a means of identifying the number of people with a hearing loss in the Royal Borough of Kensington and Chelsea, enabling Social Services to provide an appropriate service and to keep people informed about issues and events that may be of interest and relevance to them.
- **Support with your Communication Needs**
Social Services can organise communication support for meetings with Council staff; for example, Social Work teams, Housing or Council Tax officers. This could include British Sign Language, Sign Supported English or Lipspeakers.
 - For Health Service or hospital appointments please ask NHS staff to arrange an interpreter.
 - For job interviews contact your local Disability Employment Adviser.
 - If you are attending a college course contact the Disabled Students' Advisor at the college.
 - For social activities contact Signature (see p21)

General enquiries

Social Servicesline

 Telephone (voice): 020 7361 3013

 Email: socialservices@rbkc.gov.uk

The office is open Monday to Thursday 9am to 5pm and Friday 9am to 4.45pm. Out of hours you can leave a message on the voicemail system or Minicom answer machine.

You can also find information on the People First website:
www.rbkc.gov.uk/peoplefirst

In an emergency you can contact the **Out of Hours Duty Team (EDT)**.
Contact:

 Telephone (voice): 020 7373 2227

 Minicom: (18001) 020 7373 2227

 Email: ssedt@rbkc.gov.uk

VideoLink and Sympathetic Hearing Card

Kensington Town Hall has a Video Interpreting Link so that Deaf people can access Council services via the main reception desk. The Council also has a Sympathetic Hearing Card which Deaf people can present at Council reception desks to alert staff to their hearing difficulties. This is available from the Sensory Service or Main Reception at the Town Hall.

Interpreters

If you do not understand English or need help with communication we can arrange an interpreter on request.

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Services for people who have an additional visual loss

Services to people with a dual sensory loss will be provided jointly by the Social Worker for Deaf People and the service for people who have a visual impairment. There is a specialist Communicator Guide service for people who have a combined visual and hearing loss.

Equipment to help you

The Social Worker for Deaf People can assess you and, if you are eligible, provide some basic equipment. This is available to people who are profoundly Deaf or have a combined hearing and visual impairment. Equipment is only available on loan from Social Services and is allocated on the basis of need.

The type of equipment available includes textphones, visual alerts for doors and telephones, flashing light/vibrating alarm clocks and baby alarms. Occasionally other specific equipment is needed, this may be provided on a “one-off basis”.

For a copy of the eligibility criteria for provision of equipment, contact the Sensory Impairment Social Work Team.

The Occupational Therapy service will assess and provide equipment for people who have a hearing impairment and do not require sign language communication. In some cases a joint visit will take place with the Social Worker and Occupational Therapist.

Occupational therapy

You may need equipment, not related to your hearing loss, to help you at home or with mobility. For example bath boards to help you get in and out of the bath, raised toilet seats and walking sticks. If this is the case and you are eligible, an Occupational Therapist will assess you. Social Services will provide communication support for this assessment.

For small items of equipment, you will be given a prescription to redeem at a local accredited retailer. Larger items of equipment are provided on loan.

For more information contact Social Servicesline or if you need communication support, please contact the Social Worker for Deaf People.


Children and young people


The Children with Disabilities Team is able to offer information, advice, support and practical help to families with children up the age of 18 who have a disability, including hearing impairment. The team includes Social Workers, a Family Support Worker, an Occupational Therapist and a Health Development Worker. The Social Worker for Deaf People can also provide specialist support and advice on services, communication and equipment.

For further information please contact:

The Children with Disabilities Team - CWDT

 Isaac Newton Professional Development Centre, 108A Lancaster Road,
London W11 1QS

 Tel: 020 7598 4918 (Duty)

 Tel: 020 7598 4925 (Admin)

 Fax: 020 7368 0226

 Email: FCSchildrenwithdisabilities@rbkc.gov.uk

Web: www.rbkc.gov.uk


Carers


Support is also available for unpaid carers who look after an adult on a regular basis.

This includes information on the benefits carers can claim, help with completing carers' assessment forms and information on local services to support carers.

Carers Kensington and Chelsea

 Carers UK, 20 Great Dover Street, London SE1 4LX

 Freephone: 0800 032 1089

 Email: kandc@carersuk.org

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Travel

Freedom Pass

If you are profoundly deaf and have serious communication difficulties which prevent you from being able to state your destination or buy a ticket without help, you are entitled to a travel permit. The Freedom Pass allows free travel on London Transport buses, Underground, Docklands Light Railway and on mainline railway services within London.

You will be asked to complete an application form and include medical evidence from your GP. A decision will then be made on your eligibility for this permit.

For an application form please telephone Accessible Transport on: ☎ 020 7361 2390 or ask the duty social worker for more information. Elderly persons' travel permits are also issued to women from 60 years and men from 65 years.

Taxicards and parking permits

The Taxicard scheme enables people with serious walking disabilities to travel in designated London radio taxis at reduced rates. To qualify you must be unable to use ordinary buses or trains.

A Parking Permit gives free parking at meters in Kensington and Chelsea and in residents' parking spaces. Parking permits are issued to disabled resident drivers and passengers who have severe walking impairments.

In both cases, the Social Worker for Deaf People will be able to advise you, or you can call Accessible Transport direct on: ☎ 020 7361 2390.


For further information there is a Royal Borough of Kensington and Chelsea booklet ***Transport Services for Disabled People*** or visit the Transport pages of the People First website.

Comments, suggestions and complaints


We welcome your comments on the services you receive from the Royal Borough of Kensington and Chelsea. If you have a problem or want to make a suggestion, you can talk to the Social Worker for Deaf People or the Sensory Service Manager. If you are not satisfied or would prefer not to approach your social worker or the Team Manager, you can contact the **Customer Care and Complaints Team**. Communication support can be provided.

For further information, contact:

The Customer Care and Complaints Team

 Royal Borough of Kensington and Chelsea, Town Hall, Hornton Street,
London W8 7NX

 Tel: 0800 587 0072


 Fax: 020 7938 8321

 Email: HSSCustomerCare@rbkc.gov.uk

Local support and advice groups

deafPLUS

 Saunders House, Room 4.12, The Mall, East Acton, London W5 3TA

 Tel: 020 3008 2451

 Text: 020 8743 1287

 SMS: 07772 842 569

 Fax: 020 3008 8451

 Email: london.ealing@deafplus.org.uk

Web: www.deafplus.org

Provides contact, information, training, an interpreting service and advocacy. Also has an information and equipment display vehicle which visits the borough regularly.


Asian Deaf Women's Group

Contact **deafPLUS** (see above) for details

ADKC

(Action Disability Kensington and Chelsea)

 Whitstable House, Silchester Road, London W10 6SB

 Tel: 020 8960 8888

 Text: 020 8964 8066

 Fax: 020 8960 8282

 Email: adkc@adkc.org.uk


Web: www.adkc.org.uk

Provides a range of services for people with physical and sensory impairments who live in Kensington and Chelsea. Services include: leisure and holidays, information and advice, lifelong learning, young people's worker, volunteer co-ordinator, wheelchair hire, accessible meeting rooms with loop system installed. BSL communication available.


London Tinnitus Support Group


Contact the **Jewish Deaf Association** (see below) for further details

Jewish Deaf Association

 Julius Newman House, Woodside Park Road, North Finchley, London N12 8RP

 Tel: 020 8446 0502

 Text: 020 8446 4037

 Tel: 020 8446 0214 (Technology & Information Centre - voice, textphone, answerphone)

 Fax: 020 8445 7451

 Email: mail@jda.dircon.co.uk


Web: www.jewishdeaf.org.uk

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National organisations

Action on Hearing Loss (formerly RNID)

 19-23 Featherstone Street, London EC1 8SL

 Tel: 0808 808 0123 (information line)

 Text: 0808 808 9000 (information line)

 Fax: 020 7296 8199

 Email: informationline@hearingloss.org.uk


Web: www.actiononhearingloss.org.uk


Offers a range of services for people who are deaf or hard of hearing and provides information and support on all aspects of deafness, hearing loss and tinnitus.

Action on Hearing Loss Tinnitus Helpline

 19-23 Featherstone Street, London EC1Y 8SL

 Tel: 0808 808 6666


 Text: 0808 808 0007


 Fax: 020 7296 8199


 Email: tinnitushelpline@hearingloss.org.uk


British Deaf Association - BDA

 10th Floor, Coventry Point, Market Way, Coventry CV1 1EA

 Tel: 02476 550936

 Text: 02476 550393


 Fax: 02476 221541


 Email: bda@bda.org.uk


Web: www.bda.org.uk


Largest Deaf-led organisation in the UK representing the British Sign Language community.

British Tinnitus Association

 Ground Floor, Unit 5, Acorn Business Park, Woodseats Close, Sheffield S8 0TB

 Tel: 0800 018 0527 (information line)

 Fax: 0114 258 2279

 Email: info@tinnitus.org.uk


Web: www.tinnitus.org.uk


Information and advice on tinnitus and a network of local groups.

Hearing Link

 27-28 The Waterfront, Eastbourne, East Sussex BN23 5UZ

 Tel: 0300 111 1113

 SMS: 07526 123 255

 Fax: 01323 471 260


 Email: enquiries@hearinglink.org


Web: www.hearinglink.org


(Hearing Concern and the Link Centre for Deafened people have now merged and have been rebranded.)

Provides information and advice, specialist support services and regional and national events.

National Association for Deafened People

 Ashby Place, 27 Stubbs Wood, Chesham Bois, Bucks HP6 6EY

 Tel: 01494 431 932

 Fax: 01494 431 932


 Email: enquiries@nadp.org.uk

Web: www.nadp.org.uk


Offers support for deafened people who have lost all or most of their useful hearing.


Royal Association for Deaf People - RAD


 18 Westside Centre, London Road, Stanway, Colchester CO3 8PH

 Tel: 0845 688 2525

 Text: 0845 688 2527

 SMS: 0845 688 2527


 Fax: 0845 688 2526


 Email: info@royaldeaf.org.uk


Web: www.royaldeaf.org.uk


Deaf-led organisation providing support including free legal advice and support for deaf people who have learning disabilities or mental health challenges.

Signature (Previously called CACDP - Council for Advancement of Communication with Deaf People)

 Signature, Mersey House, Mandale Business Park, Belmont, Durham
DH1 1TH

 Tel: 0191 383 1155

 Text: 0191 383 7915

 Fax: 0191 383 7914

 Email: durham@signature.org.uk

Web: www.signature.org.uk

If you need help with communication to take part in social activities contact Signature. It can supply lists of registered Specialist Sign Language agencies and interpreters, DeafBlind communicators or Lipspeakers.


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Social clubs


Shepherds Bush Deaf Club


Royal Association of the Deaf, St Saviours Centre for Deaf People

 1 Armstrong Road, London W3 7JL

 Tel: 0845 688 2525

 Text: 0845 688 2527

 SMS: 0845 688 2527

 Fax: 0845 688 2526




 Email: simon.hesselberg@royaldeaf.org.uk

Web: www.royaldeaf.org.uk

Social Club with regular bingo, whist and other activities held on Wednesdays and every other Saturday. Also open on Monday evenings for pool and darts. Contact the club directly as times are subject to change.

Education

Kensington & Chelsea College

-  Six College Centres at Hortensia Road (SW10), Wornington Road (W10), Sloane Avenue (SW3), Park Walk (SW10), School Road (NW10) and St Mark's Road (W10).
-  Course Information Line: 020 7573 5333
College switchboard: 020 7573 3600
-  Email: enquiries@kcc.ac.uk
Web: www.kcc.ac.uk

City Lit Centre for Deaf People

-  Keeley House, Keeley Street, London WC2B 4BA
-  Tel: 020 7492 2600
-  Fax: 020 7492 2746
-  Email: infoline@citylit.ac.uk
Web: www.citylit.ac.uk

This college offers BSL and lipreading courses.

Central London Assessment Services – CLASS (Previously known as the Computer Centre for People with Disabilities)

-  72 Great Portland Street, London W1N 5AL
-  Tel: 020 7911 5808
-  Fax: 020 7911 5162
-  SMS: 07779 704697
-  Email: dsa@westminster.ac.uk
Web: www.class.org.uk


Specialising in Disabled Students' Allowance (DSA). Study needs assessments for disabled students applying for DSA.

Employment

City Lit Centre for Deaf People

(Employment Advisers)

 Keeley House, Keeley Street, London WC2B 4BA

 Tel: 020 7492 2600


 Fax: 020 7492 2746


 Email: advice@citylit.ac.uk


Web: www.citylit.ac.uk

Pure Innovations

 2 Beatrice Place, off Marloes Road, London W8 5LP

 Tel: 020 7937 1611

 Fax: 020 7937 7721

 Email: enquiries@pureinnovations.co.uk

Web: www.pureinnovations.co.uk


Employment support for people with learning, physical or sensory disabilities.

Special Needs Careers Advisor

(For 16 – 24 year olds)

 Hammersmith Connexions Centre, 181 King Street, London W6 9JU

 Tel: 020 8741 2441

 Fax: 020 8748 5816


 Email: h&f@cfbt.com

Web: www.connexions.gov.uk


Westminster Job Club for Deaf People

 42 Westbourne Park Road, London W2 5PH

Contact: Advice and Info Worker: Steve Addy







 Text: 020 7641 5711 or 020 7296 8053

 Tel: 020 7243 9723

 Fax: 020 7641 5712

Children and young people

National Deaf Children's Society (NDCS)





-  15 Dufferin Street, London EC1Y 8UR
-  Tel: 0808 800 8880 (Freephone helpline)
-  Tel: 020 7490 8656 (Head office)
-  Fax: 020 7250 5020
-  Email: helpline@ndcs.org.uk
-  Web: www.ndcs.org.uk

The NDCS works to enable deaf children to maximise their skills and abilities, providing support, information and advice to parents and carers.

Royal Association for Deaf People

London Full Potential Club – RAD







(for 12–19 year olds. Brothers, sisters and friends welcome too.)

-  Limetrees Children's Centre, Thorndike Avenue, Northolt, Middlesex UB5 5LA
-  Tel: 0845 688 2525 (RAD)
-  SMS: 07951 252302 (Andy Taylor)
-  Fax: 0845 688 2626 (RAD)

Youth club usually takes place every second and fourth Saturday of the month at 10am to 12pm.



Please contact Andy Taylor (Youth Service Manager) to confirm.

Shape

-  Deane House Studios, 27 Greenwood Place, London NW5 1LB
-  Tel: 0845 521 3457
-  Text: 020 7424 7368
-  Fax: 0845 521 3458
-  Email: info@shapearts.org.uk
-  Web: www.shapearts.org.uk

Arts organisation: workshops and activities for deaf children, young people and adults.

South and West London National Deaf Children's Society

-  Tel: 07956 874 688 (Vickie Ambrose – Honour Secretary of local group)
-  Email: londonsouthandwest@ndcsgroup.org.uk

Support and activities for parents and children in the local area.







Deafblind Services

Deafblind UK

-  National Centre for Deafblindness
John and Lucille van Geest Place
Cygnet Road, Hampton,
Peterborough PE7 8FD
-  Tel/Text: 01733 358 100
-  Tel: 0800 132 320 (Information and Advice Line)
-  Fax: 01733 358 356
-  Email: info@deafblind.org.uk
-  Web: www.deafblind.org.uk

Sense South East

The National Deafblind and Rubella Association

-  The Anne Wall Centre, 12 Hyde Close, Barnet, Herts EN5 5TT
-  Tel: 020 8449 0964
-  Text: 020 8449 9876
-  Fax: 020 8364 8083
-  Email: info@sense.org.uk
-  Web: www.sense.org.uk

SENSE & SENSE Usher

(National Organisation for Deafblind and Usher Syndrome)


-  101 Pentonville Road, London N1 9LG
-  Tel: 0845 127 0066
-  Text: 0845 127 0062
-  Fax: 0845 127 0061
-  Email: info@sense.org.uk
-  Web: www.sense.org.uk


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Mental health

The People First website contains information on mental health and contacts for help and advice.

British Society for Mental Health & Deafness

 BSMHD, PO Box 10587, Colchester, CO1 9JE

 SMS: 07880 715427


 Email: info@bsmhd.org.uk


Web: www.bsmhd.org.uk


Promotes positive mental health for deaf people.

SignHealth

 5 Baring Road, Beaconsfield, Buckinghamshire HP9 2NB

 Tel: 01494 687 600

 Text: 01494 687 626

 Fax: 01494 687 622


 info@signhealth.org.uk

www.signhealth.org.uk


National voluntary organisation offering a range of services to support deaf people who experience mental health difficulties.

Sports

English Federation of Disability Sport – EFDS

 Sportpark - Loughborough University, 3 Oakwood Drive, Loughborough, Leicestershire LE11 3QF

 Tel: 01509 227750

 Fax: 01509 227777

 Email: federation@edfs.co.uk


Web: www.efds.co.uk

London Sports Forum for Disabled People

 Interactive, Unit 2B07 London South Bank University, Technopark, 90 London Road, London SE1 6LN

 Tel: 020 7717 1699

 Fax: 020 7928 1313


 Email: lsf@disabilitysport.freeserve.co.uk


Web: www.interactive.uk.net

Sports and recreation for all disabled people. Offers advice and produces a calendar of events.

Newspapers and magazines

British Deaf News

 Tel: 01772 259 725

 Text: 05603 115 295

 Fax: 01772 561 610


 Email: bdn@bda.org.uk


Magazine of the British Deaf Association, published monthly.

Hearing Link Matters

 27-28 The Waterfront, Eastbourne, East Sussex BN23 5UZ

 Tel: 0300 111 1113

 SMS: 07526 123 255

 Fax: 01323 471 260


 Email: enquiries@hearinglink.org

Web: www.hearinglink.org

Bi-monthly magazine published for people who are hard of hearing.

NDCS Families

 NDCS, 15 Dufferin Street, London EC1Y 8PD

 Tel: 020 7490 8656

 Text: 020 7490 8656

 Fax: 020 7251 5020


 Email: news@ndcs.org.uk

Web: www.ndcs.org.uk

Supporting children, their parents and carers in all aspects of childhood deafness. Published quarterly.

One in Seven Magazine

 Action on Hearing Loss, 19-23 Featherstone Street, London EC1Y 8SL

 Tel: 0808 808 0123 (information line)


 SMS: 0808 808 9000 (information line)

 Fax: 020 7296 8199


 Email: magazine@hearingloss.org.uk


Action on Hearing Loss magazine published bi-monthly.

Quiet

 Ground Floor, Unit 5, Acorn Business Park, Woodseats Close, Sheffield S8 0TB

 Tel: 0800 018 0527

 Fax: 0114 258 2279


 Email: info@tinnitus.org.uk


Quarterly magazine of the British Tinnitus Association, for people who experience tinnitus and for professionals in the field.


Talking Sense

 101 Pentonville Road, London, N1 9LG

 Tel: 0845 127 0060

 Text: 0845 127 0062

 Fax: 0845 127 0061

 Email: talkingsense@sense.org.uk


Web: www.sense.org.uk


Supporting people who are Deafblind, their families, carers and professionals. Members of Sense get a reduced subscription rate. Published quarterly.


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Hearing dogs


Hearing Dogs for Deaf People

 The Grange, Wycombe Road, Saunderton, Princes Risborough,
Buckinghamshire HP27 9NS

 Tel: 01844 348 100

 Text: 01844 348 100

 Fax: 01844 248 101

 Email: info@hearingdogs.org.uk

Web: www.hearingdogs.org.uk

Specially selected and trained dogs to assist profoundly deaf people by alerting them to everyday noises.

Notes

Notes

Notes

Sensory Service
Tel: 020 7361 2968

For more information about services in the Royal Borough including assessment, personal budgets, help at home, support for carers and accessible transport visit the People First website:

www.rbkc.gov.uk/peoplefirst